

# **User Survey: Provision of Legal Services to Vulnerable Populations and Improvement of “Your Rights” Mobile App**

Survey results based on FGDs and in-depth interviews



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## SURVEY METHODOLOGY

In the framework of the survey, 3 focus group discussions and 5 interviews were prepared and conducted in accordance with the standard rules and methods of qualitative research. The field stage of the survey was conducted by analysts of the Democratic Initiatives Foundation. The survey was commissioned by the United Nations Development Programme (UNDP).

Focus groups were conducted in accordance with the Guidelines for focus group interviews (Annexes #1, #2, #3) provided by the commissioner of the survey and revised by the implementer. The Guidelines for focus group interviews were supplemented in accordance with the commissioner's requirements and approved by the commissioner. The Guidelines were designed for 100 minutes of discussion. The actual duration of focus groups was 105-115 minutes. The in-depth interviews were conducted according to questionnaires that were adapted on the basis of focus group survey.

During the focus group survey and interviews, there was an audio recording of the discussion, which was transcribed into text.

Focus group #1 took place on Wednesday, February 17, 2021. It was attended by 10 participants (4 men and 6 women) — representatives of organizations that defend the rights of persons with disabilities, and individual activists. More than half of the participants in the discussion were persons with disabilities or those taking care for persons with disabilities. The focus group was conducted online, using the Zoom video conferencing service. The online format of the conference allowed involving in the focus group the participants with limited mobility, in particular wheelchair users. Some of the focus group participants represented cities other than Kyiv, including Chernivtsi, Kharkiv, Odesa, Dnipro and Vinnytsia, which provided for a broad regional representation.

Focus group #2 (residents of remote rural areas) took place on Thursday, February 18, 2020. It was attended by representatives of 5 Oblasts (Luhansk, Volyn, Poltava, Chernihiv and Ivano-Frankivsk) and 7 communities of different settlements. A total of 9 respondents (4 men and 5 women) took part in the discussion, which was held online using the Zoom video conferencing service.

Focus group #3 (persons affected by the armed conflict) took place on Tuesday, February 16, 2021. This focus group was live and conducted in compliance with sanitary and epidemiological requirements (keeping a distance, ventilating the room, using personal protective equipment). 9 respondents (8 men and 1 woman) took part in the discussion. Four women were invited in order to meet the gender quota of the commissioner, however, on the day of the focus group 2 female participants refused to attend due to illness, and another female participant was unable to attend due to personal reasons. It was impossible to promptly replace the female participants a few hours before the event. In order to ensure the gender component of the survey, 2 in-depth interviews, which were planned for this population group, were conducted with women: the wife of the deceased ATO participant and a female internally displaced person.

Five in-depth interviews were conducted on February 18 and 19, 2021. Among those interviewed were a female IDP from the Luhansk Oblast, Director of the Charitable Foundation for Assistance to Children with Disabilities, two ex-combatants with disabilities, and the wife of the deceased combatant.

All acronyms are presented in the relevant list, and further deciphered in the text of the

report. Quotes from focus groups are marked “FGD” (focus group discussion) with the number of the discussion in accordance with the terms of reference. Quotes from in-depth interviews are marked “I” with the interview number.

All recommendations are based on data collected during the survey and do not necessarily reflect the views of the survey implementer.

## LIST OF ACRONYMS

<b>ADHD</b>	attention deficit hyperactivity disorder
<b>ASC</b>	Administrative Service Center
<b>ATO</b>	anti-terrorist operation
<b>CEA</b>	classification of economic activities
<b>CEB</b>	central executive body
<b>FGD</b>	focus group discussion
<b>FLA</b>	free legal assistance
<b>FLA System</b>	Coordination Centre for Legal Aid Provision and its territorial branches (Regional and Local Centers, including Legal Aid Bureaus)
<b>IDP</b>	internally displaced person
<b>IRP</b>	individual rehabilitation program
<b>JFO</b>	joint forces operation
<b>MOC</b>	medical and obstetric centre
<b>MSEC</b>	Medical and Social Expert Commission
<b>TAR</b>	technical aids for rehabilitation

## BODY OF THE REPORT

### I. COMMON CHALLENGES RELATED TO FINDING INFORMATION ABOUT THE PROTECTION OF RIGHTS

#### REPRESENTATIVES OF NGOS THAT DEFEND THE RIGHTS OF PERSONS WITH DISABILITIES

During focus group discussions, a list of issues the addressing of which is associated with significant challenges in finding information was formed. For persons with disabilities the especially relevant information requests are as follows:

- Registration of the disability status and drawing up individual rehabilitation plans, poor performance of MSEC (Medical and Social Expert Commission);отримання соціальної допомоги;
- Receiving social assistance;
- Correct filling out of legal documents;
- Access to technical aids for rehabilitation;
- Treatment and health-resort rehabilitation.

*M1: "Mostly, the typical inquiries are about the registration or re-registration of disability status; unlawful decisions of MSEC. This is a very common problem. The examinations are not very professional, so to say. They also prescribe individual rehabilitation programs, which don't include the services that people really need. Also, the provision of technical aids for rehabilitation: wheelchairs are often provided without customization. A person may lose 4 years before it will be the time to receive other technical aids. The same applies to the provision of medical products: condom catheters, urine bags. People are mostly unaware that they have such an opportunity. Accordingly, they do not apply, and money is not allocated. Although it is vital".*

*F6: "There are many questions regarding child benefits. Especially among families in difficult life circumstances, which don't always have Internet access, an opportunity to search for information on how to apply for these benefits, because families are in a difficult situation".*

Slightly less often, respondents mentioned other issues, in particular:

- Access to education;
- Establishing the disability status of young children and their rehabilitation;
- Registration of capacity/incapacitation status.

*F1: "A child with special needs. Not with a disability. There was very little information, inclusion was only being introduced. What is happening in some education institutions is "total anarchy". They just want to get rid of this child. Neither private nor public schools need such a child. The problem is that there is no publicly available list of nosologies, which indicate that a child should be in an inclusive class. For example, ADHD (attention deficit hyperactivity disorder). Some cities provide inclusion with this diagnosis, and some do not. There is no national vision".*

*F2: "There is such an issue as an integrated approach to children, regardless of their age. When it is necessary to apply for a disability status, they don't know where to go and where to apply. There is no uniform team that could direct you on the right track, advise, accurately diagnose, so that a person knows exactly why to apply to MSEC. ...Speaking of childhood, if the disability status has not been established before one year of age, this will cause a whole range of problems. Parents don't know where to apply. Medical facilities don't start working with these children. ...When a disability status is not established, they cannot use the state program for treatment and rehabilitation of children".*

All of the above issues share the fact that despite the availability of more or less information, people's ability to understand it is low. This is primarily due to the complexity of legal texts and the confusion of legal procedures.

*F5: "Sometimes everything is so twisted in the law that officials don't understand it, let alone the people".*

*F2: "I was in a situation where I didn't know that I had the right to receive a social benefit for caring for a child with a disability. My relatives told me that there was such a service. Indeed, there is a lot on the Internet, but it is in an incomprehensible language. And the employees themselves cannot find the connection that could help".*

Separate emphasis should be placed on two issues, which include aspects other than information. This is, first of all, the work of MSECs. According to respondents, their actions are often unprofessional and show signs of corruption and sabotage. Also, as in the group of ex-combatants/IDPs, respondents complained about the non-transparent referral to health-resort treatment and that social security authorities were reluctant to do their job and tried to minimize the number of services they could provide.

*M1: "Next: ongoing inquiries about health-resort treatment and procedures of referral, how they work. Some people can use such treatment every year because they have personal connections. Others have never received any health-resort services in their lives. Our MSECs, social security authorities try to minimize these services, and people, accordingly, receive nothing".*

Word of mouth and communication between people often remain a key channel for obtaining information. Its advantages are that the information is obtained from those who have already gone down the bureaucratic road to receiving social services, so their actions can be followed.

*F3: "They get it from word of mouth. They call each other. They ask whether they should apply for child benefits. Actually, you perform the function of a social worker and begin to analyze the case. The question about capacity/incapacitation — should it be registered as a status or not. It is necessary to process a mountain of information, to interpret it correctly in order to give the correct answer to the question".*

*F4: "We are often approached by residents of remote villages, and in our Oblast these are the Romanian-speaking villages. Many questions arise when they apply to social security bodies, including MSECs. They may not always receive a competent answer, even on how to fill out an application. For example, I'm often asked how to properly fill out the application regarding taking care for a person with disability. They simply don't know. And there is an approved template of an application. There are many questions about MSEC, how to fill out the documents correctly, what persons with disabilities are entitled to, they don't know it".*

Presenting complex legal information in simple language is the area of activity of many non-governmental organizations and initiatives, which, however, does not make the problem irrelevant. Sometimes simplified information gives an understanding of the procedure as a whole, but does not provide confidence in the successful overcoming of bureaucratic obstacles, because simplified explanation may lack points that do not make common sense, but are critical to the formal mechanisms of the state system.

*M1: "We receive quite typical common inquiries. Whether we like it or not, we still have to familiarize with laws, regulations, etc. Even without legal education, we tried to delve into them. And then we presented the information in simple language, and then within training programs or in the camps, we tried to explain the rights of our clients".*

*F3: "To present the procedure of examination by MSEC in the infographics in order to explain how it should be done. And let some authorized person sign it. Thus, it will be done not by me/you/we/ experts, but those who organize and own the procedure. And contact information should be provided. Indeed, people apply constantly. Two years ago, I went through this with my child, the transition from childhood to 18 years. It took half a year of all circles of hell. I mobilized all my resources and did*



*it. But people call and complain that they are pushed around, despite the fact that it is clear that a person has a disability”.*

FGD participants consider the simplification of information to the infographic format very useful, but also emphasize the need for parallel presentation of the full text of information.

*F7: “It is necessary to pay attention to the form. Infographics are great. They help people simplify the information. But the problem is that infographics are not read by electronic access software. Therefore, there should be a tab where a person can click and read the information”.*

In addition to persons with disabilities, it was also about people in difficult life circumstances. This situation can happen, in particular, among persons with disabilities. Accordingly, there are technical limitations in the use of this app. Some of the persons with disabilities with whom the respondents work live in remote villages, and their technical literacy and financial capability to have modern technical means of communication are extremely low.

*F1: “People find it inconvenient to read long, confusing texts, to look for explanations of unclear terms. They are looking for very specific and practical information: where to apply, phone numbers, etc. ...There are also people that don't have a computer, smartphone or Internet access at home. Older people have very limited capacity. They won't be able to use the mobile app”.*

## **PERSONS AFFECTED BY THE ARMED CONFLICT**

The respondents of the surveyed group have significant problems related to finding information about the protection of their rights. The main ones are the following:

- 1) Fragmentation of information and lack of the unified database;
- 2) Difficulty in perceiving the information, legal language used;
- 3) Artificial barriers to the protection of rights put in place by public authorities;
- 4) Partial discrepancy of the information that can be found with the real state of affairs (change of regulations, violation by public authorities of regulations, which they should be guided by).

In such circumstances, the respondents have different opinions about the availability of information on the protection of their rights. Some of them stated that there was almost no information available, while others stated that the information could be found, but it was often too complex and confusing, as well as contradictory. The problem of electronic communication is also significant. Most public authorities and municipal bodies cannot be reached through messengers, e-mail, or other digital tools.

*M7: “Based on the example of benefits that we apply for. I didn't use them for five years; in 2020, I decided to address this issue. There is almost no access to information. The Department of Social Protection, which is supposed to provide this information on its resources, does not have such full-fledged resource. If there is information available, it is in really incomprehensible legal language. I'm sorry, but there's milk-and-water on 365 pages and only one line of basic information. To obtain the information... Social services, for example, do not work online. Digitalization has not reached them. They don't know what Viber, Telegram, e-mail are. The communication with them is completely destroyed”.*

*M2: “I could speak with you about that for hours. Because it's a NGO, and where do the guys call right away? They call me. And I'm looking for all this information, and the wife, and so on. There is really no information at all, none. Regarding the ex-combatant status it is simple, one needs to go to the military commissariat and receive all the information. They tell what documents to collect. Once the documents are collected, one may apply. As for finding other information: where to undergo medical treatment, to find a lawyer, to find someone... On the Internet they offer legal support. But when you*

call there, it turns out to be just a consultation. ...Take Kyiv, for example, there are veterans at the Kyiv City State Administration — same thing. The guys call there — zero result. What are they for? Thus, the information can be found only among acquaintances. There are volunteers at hospitals, other people. That's where the information comes from".

M2: "So, they allocated a certain amount of money. They asked me to provide current bank details. I said oh, I'd give them to you right away. I logged in to Privat24 and shared the details. Then I asked for a Viber phone number to send the details. And I have 3-4 friends in the military commissariat whom I could send the details. He said that he didn't have a phone that could receive such message. I said sorry, what century do we live in that you don't have a phone. How did you call me? He answered that it was a land line, and that they used it for calls. I came to him and saw the same phone as mine next to him, and he was telling me all that... And I asked him what it was. I saw him receiving messages on Viber. His wife wrote him something. And it does not work the other way. I understand that there is protection of personal communication. Well, I could bother him later. But, well, could they have one phone number registered with Viber that we might use. And imagine, then I worked in another company. I had to take time off work, spend it. This means that UAH 300-400 will be deducted from my salary, and then I had to spend money on making copies, go there to submit them. And then it turned out that they were closed that day. And I came back in a week, and they said — oh, why there is no stamp. This work is called "sabotage".

The surveyed ex-combatants mostly hope for the introduction of new digital services by the Government, in particular "e-veteran", but at the same time they don't believe in a rapid and full-scale deployment of such apps and services. However, the opportunity to apply for social services in one web service is desirable for almost all the respondents.

M7: "The Ministry of Veterans Affairs is currently developing an "e-veteran" app. It will include an interesting service allowing to register for health-resort treatment using a phone. It will be possible to apply for some benefits. It will be possible to apply for many things. It will take a long time, but the software is being developed already. All those services just don't work. For us, veterans, in order to undergo health-resort treatment, it is necessary to know people, individually. To know whom to bring what in order to address the issue. And it all looks very disgraceful".

M2: "Look, everything is very simple. There should be personal account for each veteran. They must be protected, of course. Through this account I would be able to apply for any benefits, submit any application. All my documents could be filed there. And any social service, department, police and everyone else would just make a request. And I would allow or not allow to access my documents. And they would no longer push me around with these stacks of documents and passport copies. In my social security department, on Yantarna St., you wouldn't believe it, there is office 35, offices 25, 26, I think, and office 8. That's ridiculous. They only need to take the documents from office 8. This is one building. I don't even know what to call it. This department issues IDP certificates. This certificate is required in office 35. But I have to get it, make a copy and submit it to office 35. They can't even coordinate it internally, in one department, which is a two-storey building".

Given the above problems, respondents receive most information about the protection of their rights from people that earlier tried to address a similar issue. They are guided by their experience and follow their advice. Advice from acquaintances sometimes contains useful information for respondents about possible solutions outside the institutional procedures.

M5: "Well, if you have any task, you need to talk to a person who has already travelled that path. And he would briefly explain how to come around the corner, so to say".

M3: "I'll tell you. I applied twice... The first time I applied back in 2015. We returned after the first rotation. I was told to go to the Kyiv City State Administration, they said that there was an office there with our people, and told me to apply for a land plot. And two slaves would be provided later. I went there and applied. After that I returned to war. Then I was wounded. Then I was undergoing treatment. They gave me a piece of paper stating that I was in the register, and I applied to them. I kept that piece of paper at home. And then, I don't remember, in 2017 or 2018, I went to the Kyiv City State Administration to ask what to do next with that document. The office where I applied first, where all our people were, was no more there. Until I found where to apply, I had the impression that I was the only one that needed it. That is, everyone was saying — go there or there".

*M7: "And there are our small internal chats, Viber groups, we communicate. This is called word of mouth; we exchange information with each other. Officials don't need us. We beg for all of it".*

With regard to legal and social services, the most lacking is information on treatment and health improvement opportunities. Also, in this context, respondents most often face fraud and non-transparent activity of government agencies. Accordingly, the relevant state support can be obtained only by those who know which officials to approach.

*M4: "Medicines and lawyers. Treatment and legal support. Well, as for me, it's not so much about health-resort vouchers, it's more about treatment, because there are those combatants who... You know how difficult it is with hospitals".*

*M3: "You generally address acquaintances more often. For example, a friend of mine, who lives next door to me, asked if I wanted to undergo treatment. There was an opportunity available till a certain date. I refused, as I didn't want to. That is, acquaintances that know about opportunities, they offer them. Or they'd tell you to go to a specific place and address a specific person".*

*I5\_F: "But we are not fully aware of our rights to health care. Because they are different for parents, for wives, there are restrictions. As regards travel — parents, for example, have the right to travel once a year by rail free of charge, and wives and children don't have such benefit. Here, look. This is a community of KBU at the City Council. And they inform if Kyiv provides either vouchers or rehabilitation to children, or, lately, some extra benefits for parents with disabilities were approved. They inform about all of that. But to get this information you need to be a member of this group and know about it. Because there are many NGOs in general, and they don't communicate with each other for some reason. For example, I know only three organizations, and they say there are a lot of them in Kyiv. There is no liaison, because apparently there is certain rivalry, there is no interaction. Well, there are nuances".*

For IDPs, the key issues remain those that form the basis for adaptation to new living conditions: housing and employment.

*I4\_F: "First and foremost, and probably the main problem is the problem of housing. Because I have almost nothing left. And the biggest problem is housing. The second problem is, probably, the job. These are the two issues that I'm concerned about now".*

Respondents mostly understand the need to decentralize the budgets and powers of public authorities and local governments, but complain that this situation deepens the problem of access to registers, obtaining information and complicates the provision of services to people. The information is not collected in a unified database, which leads to significant problems in defending the rights.

*M2: "Decentralization has had a "great" impact on the search. For example, I no longer have the right to apply directly to my social security department. An ASC should be established at my, for example, Borshchagivska ATC, through which I have to submit a document. And they have to submit a document to social security department. And I prefer directly... They are sick and tired of me, because I address them every day, and they found a way. But this is decentralization. On the other hand, if it works, it makes sense. But I feel like there are just two more departments between us to gather and pass on the information".*

*M7: "There must be such a resource. The one that is centralized. Not a thousand, not two and not five thousand. In my dream, there is one resource in which I, as a veteran, will be registered. It will inform whether I used health-resort treatment; land-related benefits. Soon, there will be a monetization of travel. Did they provide the travel fare to me or not? Am I subject to Resolution No. 280 as an IDP; which queue am I in? I want to see this queue transparently. I'm not interested in how they handle it. There must be one resource. And I really hope it will be an "e-veteran". However, three ministers have already been lobbying it, yet in vain".*

*M2: "This is the result of... Do you know who owns your data? In general, your personal, taxpayer data. The register belongs to different sectors. The Ministry of Justice, for example, is not the only agency that manages the data and allows the Ministry of Internal Affairs to join at the top level. It belongs to the Ministry of Foreign Affairs, the Ministry of Internal Affairs, and each one individually.*

*There is no centralization in the registers at all”.*

Respondents often want to minimize the communication with officials, given the latter’s often negative attitude towards IDPs and ex-combatants. At the same time, direct communication with officials cannot be avoided.

*M5: “One certificate entails the need to bring five more certificates. I went to the department on Komarov St. once. I’m generally not enthusiastic about social security. Once I was referred there, I don’t remember why. It might have been regarding the health-resort treatment. I’ve heard so much. It was about her many children, three sons. That no one had an apartment, and we all were claiming...”.*

A separate issue in the discussion was the obtaining of a disability or other status determining the limitation of person’s physical ability. The respondents didn’t understand how a relevant document could be obtained, what rights it guaranteed, and they also complained about corruption and bureaucracy in the registration of disability status.

*M1: “I asked them to give me some document, I didn’t even ask for a disability status. Just for a document that I could show and say that I can’t work properly, like everyone else, but I have a document confirming that I have limited ability. And he would tell me: Okay, I’ll hire you. And he would get something from the state for that. And if there is no established disability status; it is impossible to get a disability status nowadays”.*

*M4: “It is necessary to determine it there somehow. For example, in my platoon, of 15 wounded, only 2 or 3 men got a disability status, the rest have ability limitations, but not a disability status. That is, they are not entitled; they have a loss of health by certain percentage”.*

## **RESIDENTS OF REMOTE RURAL AREAS**

The participants of this focus group faced a number of difficulties in finding and using information on the protection of their rights. Those difficulties were partly related to the fact that people prefer not to use official resources, or don’t understand the information that they contain. Accordingly, they receive most information through direct communication and advice. Such information is not always reliable, which in particular leads to the fact that some people don’t receive the services that should be free for them.

*M2: “As for the people that live in my village, next to me, basically, they are of retirement age. And they, unfortunately, seek legal support in the queue at the bread shop. Mykola said that, Petia said that, Vasia said that. Something should be done about it so that people know where to go. Because, indeed, the need to travel, the distance from the Rayon centers, from legal aid centers, lack of funds prevent people from navigating in legal support in a timely manner. Well, such an app, which we are discussing now, would be useful”.*

*F3: “I’d like to add, since I am a doctor on a maternity leave, that nowadays the population is not very aware of their rights: that there are contracts with family doctors, and what services can be provided free of charge. People attend health facilities. I heard this from acquaintances and also from neighbours that they attended health facilities and were told to pay for the services that, in fact, should have been provided free of charge. Having been aware, a person could refer to entitlement to such services for free. But due to ignorance, health facilities make good money on it. In terms of healthcare, people also don’t know much about what they are entitled to for free. If they don’t attend MOCs, where else would they hear it? There is a lot being said on TV, so much information that you can’t process it, and especially pensioners won’t understand it”.*

The FGD participant, a former official, pointed out that a significant share of residents of remote rural areas practically doesn’t know what public authority or local government is responsible for.

*M1: "Very often, ...even every day, in the Rayon State Administration we faced the problem of ... lack of understanding among the population of who is responsible for what. What responsibilities does the Local Council, Oblast State Administration, Rayon State Administration have, what are the responsibilities of other executive bodies, councils and municipal enterprises, agencies. That is, my suggestion, for example, is to add to this app such awareness promotion for the population: first, where to apply with a particular issue, because if it is about land relations, it would be the State GeoCadastre, if it is about an earache, then it would be healthcare, so to say. If it is about registration of disability status, then it's different, and so on and so forth".*

The administrative reform in Ukraine is aimed at tackling some of the problems of access to social and legal services. At the same time, despite the adequate regulatory framework, its implementation on the ground is often hampered or implemented unsatisfactorily.

*M1: "One of the administrative reform objectives is to bring these services closer to ordinary people. And since January 1, 2021, there is no such thing as Oblast, Rayon centers; everything should be local. ...A closing link should be the ASC, which is to be established at each Village, Settlement, and City Council which would be central. Of course, as a result of amalgamation, some settlements will have no Village, Settlement, and maybe even City Councils, but the reform envisages, same as the Ministry of Social Policy, that every more or less large settlement, i.e. with more than a thousand, from seven hundred to thousand residents, should have a remote workplace connected to ASC. That is, one would not even have to go to the central estate, but just come to the village head or the employee with a remote workplace and get a consultation. He would also take your documents and provide some assistance".*

*M1: "...An electronic digital signature is still something that is on a par with a spaceship, unfortunately. I have been struggling with it as much as I could, but they only accept documents with wet seals — really, so that you can touch it with your finger and it will have ink on it. Although the Ukrainian legislation has long ago stipulated that local governments, executive bodies should have experts with an access to registers. That is, according to the legislation of Ukraine, when one applies to any public authority or local government for administrative or social services, the only documents to provide should be a passport and identification code or a document that is not in the register".*

The main difficulties encountered by the residents of such villages in relation to legal services include complicated transport links and the need to collect sets of documents several times, especially in the context of pregnancy or health problems.

*F5: "In order to find out the information, we went to our Rayon social security department. My child will be three years old in March, so it was three years ago. We got a list of required documents there. And as the doctor told me that I had complicated surgery and delivery, I inquired about relevant state support. But no one provided that support to me. Although we submitted all the documents, I didn't receive that support. It was, supposedly, the refund for medicines. There was no refund. We submitted all the required documents. I was in the nine month of pregnancy and brought some more documents for submission... If there were such an app, it would be possible to ask what documents are required. Also, they needed photocopies of documents. And I had to run to another facility, look for a place to make those photocopies, because they didn't make them. Those were the difficulties then".*

The respondents simply can't afford to address some legal issues. Thus, inheritance-related issues are often difficult to address because it is expensive.

*F2: "The re-registration of inheritance took us two years. This needs to be made easier and more accessible. My husband was doing it, and it was a very long period of time".*

*Moderator: "And why did it take so long? Was it because many documents were required?"*

*F2: "It was a long and expensive process. Many documents. And I don't know why they delayed it. In the village it is a problem facing every household. How is it possible? It's your house, everything is yours, and so much money is needed to re-register it. If a pensioner lives from paycheck to paycheck, how can he re-register that house to children? In the village the re-registration may sometimes cost more than the house itself. Well, am I right? Paying so much money for your own property".*

Some other issues are also not addressed. This is, in particular, due to the fact that the residents of remote villages are not always officially employed, but engage in homesteading and seasonal work.

*F2: "I haven't encountered anything significant. Once we wanted to get a subsidy. It was a long time ago. We submitted a bundle of documents. And it turned out that we were unemployed in the village. And we were not entitled. Because if you don't work, and your husband doesn't work, it accounts for two minimum wages. You can't receive subsidy. Well, if it does not work, then goodbye. I left for a month, earned some money in summer and it's enough for me. We don't apply because we don't need anything, because we are allegedly unemployed. As if I don't want to work anywhere. If I lived in a city, I would find a job. Well, I won't travel from the village to the city to work. It would be a travel to and from work, and the fare would cost more. But as we have a vegetable garden, livestock, that's how we live. And if I need something, if I have a question, then I ask my children, they are competent. I call them, and they advise me".*

There is also a strong demand for information on regulation of land relations among FGD participants.

*M4: "Land relations. Especially the so-called land shares. There are a lot of problems with the privatization that was discussed. The village heads and former heads of collective farms, when distributing the land shares, sometimes acted indecently. Of course, this app won't include these steps. But it should at least contain the information on certain initial steps, ownership, on where and how to apply. Because as time passes it would be impossible to address all the voiced problems related to incorrect privatization without qualified assistance. There must be some initial steps. An app user needs to see where to apply for at least some primary documents".*

## II. OBTAINING INFORMATION VIA THE INTERNET, MOBILE APPS AND WEB SERVICES

### REPRESENTATIVES OF NGOS THAT DEFEND THE RIGHTS OF PERSONS WITH DISABILITIES

Respondents from focus groups noted that the situation with the use of mobile apps or web services to search for legal information or government services is extremely bad. The main reason is simply the lack of such services.

*F1: "A week ago I saw that there is an interactive map of the Kyiv City State Administration with institutions that provide services to persons with disabilities. It's an ordinary Google map with pictures on it".*

*F3: "I have personally not come across such a plan. Where there is some analytics, cross-references and so on".*

*F4: "There is a single social network in Kharkiv, which brings together all organizations that work stably".*

Separately, the respondents noted that digitalization is progressing very slowly on the part of the state. There is a good example of the "Diia" (Action) app, where services are introduced one after another, there is public testing, and thus there is progress. However, in their opinion, "Diia" does not cover the issues facing persons with disabilities. There is also a lack of specific services of the Ministry of Social Policy.

*M1: "The situation with receiving social services online is very bad. Indeed, I have been watching the Ministry of Social Policy's attempts to introduce the eSocial service, which is to transfer all the services to online format, for a long time, but unlike "Diia" app, they write large reports every month on how everything is connected, completed, but there has never been a public testing whatsoever. It's been 2 or 3 years already. I don't understand why they didn't follow progressive introduction, like the one with "Diia". It seems to me that this month they are spending on compiling a report on what they have done".*

At the same time, the demand for such web services and apps is high, and respondents expect the emergence of web services and apps containing at least basic legal information and providing the opportunity to receive at least some legal and social services online.

### PERSONS AFFECTED BY THE ARMED CONFLICT

With regard to organizations and initiatives, the respondents regularly use the solutions offered by the Legal Hundred NGO. Their role is to simplify the submission of regulations and to form clear algorithms for action. At the same time, respondents noted that in Ukrainian realities, even clear algorithms were not always followed.

*Moderator: "I'd like to know what websites, mobile apps or web services you use to search for legal information, to restore your rights, for whom they are intended, their advantages and disadvantages. I heard from you about the Legal Hundred. They have such a large database".*

*M7: "They simplify official information from rada.zakon.gov.ua. They turn it into the simplest algorithm of actions. And this, in their practice, turned out to be the most effective solution. That is, they are talking specifically about the algorithm. And even this algorithm is not followed. But the algorithm is better than nothing... Seeing the length of these algorithms one can immediately say: oh, no, I won't look at the second page of those cubes. The result is still ineffective. But for example, there are no databases in the Kyiv City Center that the colleague mentioned. There is no integration with social security department at the local Kyiv level. In the Rayon CRM-system of enterprise automation, which is used by the Kyiv City State Administration and the Rayons, the information may also differ.*

*That is, I see the documents. I made a copy. The ATO participant's information is submitted, but it won't be reflected in the social security department. The Ministry of Veterans Affairs is currently trying to bring these databases together, but the bottleneck is the fact that in general, in Ukraine, the databases belong to various Ministries and Departments".*

At the same time, today the majority of respondents are less likely to use any specialized services or apps. The information is obtained mainly through communication with acquaintances.

*M7: "We can talk about these algorithms with each other; again it is word of mouth, which we share with each other. And that's all. Formally, the official will never give you any tips. That's why we need these apps, through which we can press the button, enter the name... Or immediately, as, for example, in the "Diia" app. I put my finger, it opens, and I order all the services there".*

Some IDPs could not name any web services for searching and interpreting legal information at all.

*I4\_F: "No, I don't even know that such services exist, if they exist at all".*

## **RESIDENTS OF REMOTE RURAL AREAS**

There is a **low level of use of web services and mobile apps** for searching legal information among FGD participants. The respondents with a higher level of education or those that worked in public authorities or local governments prefer to use mostly primary sources — laws and other regulations. Other respondents mostly just try to find information through Internet search or seek help from relatives. As a result, some of them came across fraudsters.

*F1: "Yes, we addressed a lawyer, an online lawyer".*

*Moderator: "Is this a service of some kind?"*

*F1: "No. We just used a search engine. One can ask questions there. We used it in the past. However, there are also discrepancies. Because there are more and less educated lawyers, less professional in their field. They argue there. One says one thing, the other says another thing. And you also can't reach an agreement with them. But they can offer solutions for some minimal issues".*

*M2: "I had such an experience ten years ago. I was looking for information and legal aid online. And a lot of different legal websites offered assistance. And the ads stated that the assistance was free of charge... So I chose one of them. In a word, I'd like to say that there are a lot of fraudsters there. One of the participants has already talked about this, but here is what happened to me. I asked a question, and I didn't see them, of course. Who are they? They may use any names. And they kept sending me the materials and links, saying where I should go. They promised that their experts would help me. As a result, they asked to pay UAH 3 thousand and said that everything would be "all right". Therefore, my personal attitude to such legal aid is that I don't trust those websites. I only trust in the face-to-face communication with an expert, a practicing lawyer. That's what I wanted to say".*



### III. PROSPECTS FOR IMPROVING “YOUR RIGHTS” APP FOR DIFFERENT POPULATIONS

#### REPRESENTATIVES OF NGOS THAT DEFEND THE RIGHTS OF PERSONS WITH DISABILITIES

Respondents from the focus group were mostly positive about “Your Rights” mobile app. They noted that most information is available online, but it is scattered randomly, presented in complex language and not structured on a single resource. Therefore, the respondents were looking forward to such an opportunity. ***Even if the app includes only the features of a quality guide, it will be a big step forward.***

*F3: “I was very happy to see the prototype. Because the block of legal inquiries is very important. Every organization tries to delay the process one way or another. But over time, this results in a “no”, because it requires systemic efforts, a lawyer, and over time the inquiry subsides. It’s good if a matter of concern can be stated in one normative act. But, as a rule, it involves several regulations. A professional view of the problem is required. It is necessary to know what the Civil Code, the laws, the Decree say. ... I have very high hopes for this product”.*

*F5: “I was pleasantly surprised, because the app is really convenient; it is necessary to provide information to people. People are just unaware”.*

*M1: “It is very convenient that there are personal accounts and one can subscribe to specific information”.*

*F4: “The proposed prototype is logical and great. Although I’d refrain from analyzing it in terms of accessibility for the visually impaired, for example. As regards additions, I would add an interactive feature to provide an opportunity to ask questions and to have feedback. Such an option is provided by companies that are interested in retaining the customers, such as by banks”.*

*I4\_F: “Everything is structured. Everything is high quality. I understand that all such apps must be updated. And if there is something like: “Tell us what to improve”, it would be very good. In general, I like everything. There are no analogues. If my friends hadn’t informed me, I wouldn’t even know that there is such an app for IDPs and ATO participants”.*

Some respondents noted that such an app wouldn’t have a significant effect if the problem of inefficient organization of social services and the executive branch in general is not addressed.

*M3: “The main goal should be to accelerate the receiving of a particular service through a mobile app or other service. Even if you create the unrivaled app, people would still be pushed around. Therefore it is necessary to address the problem on the other level”.*

#### **Technical aspect**

At the same time, respondents had some comments regarding technical implementation of the app, at least in its current form. Some of them related to the difficulties in finding the source data. Similar comments were made in other FGDs.

*F1: “I didn’t find information about the app, its developer and purpose. When I opened the section, I saw the implementers. Besides, it is written in such small letters that I couldn’t read the name of the organization”.*

*M1: “...The hotline was already mentioned; it is really possible to contact it and make a call using the app. Support to the military is provided by Legal Hundred, and it is really professional”.*

Some participants noted that they encountered bugs in the app. Respondents were also wary of “synchronization” and the app’s request for access to media data. Such comments were also made in the ex-combatants/IDPs focus group.

F1: "I had a moment when it froze. And the synchronization, when I first opened the app, took quite a long time. And what is it synchronized with in general? It can scare me a little. One may think that it synchronizes with contacts or personal information. Maybe this word could be changed to "downloading".

F4: "And immediate access to media data. I understand that this is a common practice, but it is alarming".

M1: "If you go to "electronic resources" and "organizations that provide assistance", it says "under construction" everywhere. It's better not to show this section at all". (Note. Section "Rights of persons affected by the armed conflict in Ukraine").

Respondents lacked the function of communication with app administrators. It is required for prompt correction of outdated, irrelevant or false information.

M1: "The bright "information is not relevant" button is missing. If I recommend it and see that the information is not relevant, so it would be good to be able to draw the attention of developers or administrators to it".

### **Content-related aspect (based on the proposed structure/contents of the new section "Rights of persons with disabilities")**

The feedback on the potential contents was positive. The structure looks clear, logical and appropriate.

At the same time, respondents made suggestions regarding **keeping the app** up-to-date, which is a complex and systematic task.

M1: "If at least the primary information is collected and synchronized — it will be a great victory. The only thing is whether you will have enough resources to keep this information up to date. ...It would be good, I noticed your efforts to gather organizations that work with specific nosological groups, and it would also be good to develop a list of specific organizations where people could seek assistance".

The integration with existing and potential registers is very desirable for respondents. This applies primarily to the register of social service providers, as well as other databases of NGOs that defend the rights of persons with disabilities.

F1: "A register of social service providers is currently being established. Maybe, the list of organizations providing services to persons with disabilities could also be integrated into the app".

I3\_M: "A list of organizations that provide services is needed. And it should be by regions. Because, for example, in Kyiv there are our colleagues that created a map of Kyiv, where one can see the service providers. And it should be indicated whether the services are municipal or private. Certain visualization is needed".

### **The content that respondents would like to see in the app but did not see in the proposals:**

- Assistance to children with disabilities – victims of violence and bullying.

F1: "I didn't find information on how to help child victims of violence. This is a very painful issue. There are also quite complex algorithms and many problems in the interaction of departments".

F6: "Nowadays, there is also such a negative phenomenon as bullying. It is necessary to define bullying and ways to combat it. And education should not be divided into two sections".

- Registration of the capacity/incapacitation status, as well as what such status envisages.

F1: "Probably it is in the root section or somewhere else. Is the issue of capacity/incapacitation covered? This is an important topic so that people know what it is and why it happens. I support the

IRP (Note. individual rehabilitation program); I suggested to cover it separately because this is one of the key points”.

**The key additions and amendments to the structure are as follows:**

**Subsection 1.** To supplement with information about the individual rehabilitation program.

*F3: “Paragraph 1. Obtaining the status of a person with disability. I don’t know exactly what will be there, but it should be indicated who is to prescribe the individual rehabilitation program and how. The information about this should be added, because very often we are addressed regarding it. And I didn’t find anything about the IRP. If such information: how it should be, who to address and so on, was available, it would be very good”. (In the full text there are repeated references to the individual rehabilitation program, but there is no definition of what it is, as well as of what is described by the FGD participant — AS).*

*To supplement the information on disability subgroups (1A, 1B), the difference between them, how to change the disability groups and subgroups.*

*F3: “There is a lack of information on the procedure for appealing against MSEC decisions, on disability subgroups 1a, 1b, the difference between them. How to change “a” to “b” or “b” to “a”. People often inquire about this, lack understanding”.*

**Subsection 2.** To consider the possibility to include analytical information on the procedure to be followed regarding persons with disabilities in need of assistance in their daily activities and left without care.

*F3: “There is a proposal to add information to Subsection 2 on what to do if a person with disability in need of assistance in the daily activities is left alone. I would like to draw your attention to the tragic event that took place recently in Kharkiv, which everyone was very angry about. So, everyone lives like ostriches. This is a very big problem nowadays. I would be very interested to hear an expert opinion on this”.*

**Subsection 3.** To supplement the information on provision of cars (there is such information in the full version of the proposal, but it is not reflected in the subparagraph and in the brief — AS).

*M1: “Very often people ask about the law on humanitarian provision of cars. At the very least, it should be indicated. And also the information on the procedures for import, exemption from customs duties, all the nuances on this issue, because there are a lot of pitfalls that people need to be aware of”.*

To draw the attention of end users to the compatibility table (Decree of the Ministry of Social Policy No. 602) in order to avoid the described situations:

*M1: “In terms of technical aids for rehabilitation, there is a compatibility table in the Decree No. 602, which results in a very negative practice. For example, a person receives an anti-decubitus mattress and is deprived of the right to receive a wheelchair or an anti-decubitus cushion. In general, this compatibility table is absurd and discriminatory, but it is what it is, and people, especially at an early stage, don’t think ahead and take what is needed at that stage, and then have problems for many years”.*

Paragraph 3.5. To supplement the information on health-resort treatment with the indication of facilities that can provide services to persons using wheelchairs.

*F5: “In the information about the health-resort treatment, it would be good to indicate which facilities provide services to people using wheelchairs. Because not all health-resort facilities can receive such people. ...The names of the facilities should be indicated”.*

**Subsection 4.** The information about benefits for employers for hiring persons with disabilities may be added.

*F1: "Subsection 4 on employment. The benefits for employers for hiring persons with disabilities. This information should be primarily provided to employers, but also to social workers. And people can engage in different areas. A person with disability can establish a social enterprise. This topic is vaguely covered in the Ukrainian legislation. There is a little bit here and there and so on. It would be good if this information was collected in the app. ... We don't really have many such things; it would be desirable if their list expanded".*

**Subsection 5.** To supplement the subsection with information on provision of assistance to children with disabilities – victims of violence and bullying.

**Subsection 6.** It is desirable to add information on state construction norms with specific calculations and requirements.

*F6: "As for me, it would be good to have state construction norms added. The inclusiveness of buildings and structures. I don't know whether everyone needs it, but it would be convenient for me to use this app. The legislation, which laws to refer to".*

There is a proposal to use the alternative title for Subsection 6 "Universal design and accessibility"

*F6: "I suggest to also consider the alternative title for Subsection 6. It could be "Universal design and accessibility". It is a universal and accepted term that includes what is written here and much more".*

**Subsection 7.** To supplement the information in the subsection with practical items: 1) translators; 2) translation services; 3) translation courses.

*F5: "There are subparagraphs on sign language, sign language translation. I would add subparagraphs on translators, translation services. Subsection 7 "Right to access information". There is a paragraph "Sign language", and there are no subparagraphs. I would add: 1) translators; 2) translation services; 3) translation courses".*

**Subsection 8.** To add information about the State Commissioner for Persons with Disabilities.

*M1: "There is also no State Commissioner in the authorities, and it would be good to define the procedure for appeals. And it is very desirable for the app to provide an opportunity to apply directly in order to avoid sending hard copy letters, as currently required".*

### **Other proposals and recommendations regarding structure and content:**

To consider combining all the information related to education into one section.

*F6: "The breakdown is slightly incorrect. Subsection 4 and Subsection 5. The right to education cannot be broken down like this. In paragraph 4, "inclusive education" and "enrollment in higher education institutions". And in Subsection 5 "preschool education and institutions". Both higher education institutions and preschools are the levels of education. There is also distance learning. It must all be put together".*

It is important for respondents to obtain the necessary templates of standard applications and documents in the app.

*F4: "It would be nice to have annexes, an application template, some documents that are required downloaded in the app. In addition to the list, to have some documents downloaded".*

Respondents consider it **most expedient** to develop the **algorithms for typical cases** (such as registration of disability status) with a list of required documents and a clear sequence of actions. It is important that such lists and algorithms are endorsed by a responsible official representing the executive bodies. This will be useful to end users in the event of disputes and covert or overt sabotage on the part of social services.

*F3: "It is very desirable to put under these algorithms a reference to their developers. Because one may see it, go to a public authority and say that there is such a procedure. And MSEC will ask — "Who told you that?". And the answer will be — "It was in an app". "And who developed that app?". That is, there should be an authoritative expert confirmation of all the presented procedures. It is very important. Any interpretation to any level of simplification must be endorsed by an authoritative body. That is, the Ministry of Social Policy should put a stamp "approved" and there should be a reference to the person that approved the procedure".*

*F6: "A list of documents or a procedure for a child or for an elderly person. One can't go to the service every day and re-fill the application with a child. There should be a list which is approved and signed by the responsible official. It is good to have it in the app. But if there is a signature confirming that this is enough, one will be able to prove something to social services, namely that it is the correct list and to register the disability status".*

It is appropriate to consider the possibility of **direct communication of the app users** on legal issues. These could be external chats in Viber or Telegram for certain populations, where people could share their experiences and ask for advice.

*M4: "We cooperate with about 40 organizations. And they can be divided into two categories: municipal and non-governmental. Municipal institutions that help children are staffed with lawyers. They have a vertical; they receive assignments and perform them. In non-governmental institutions, these are legal services both for service recipients and for organizations that provide assistance. A forum, a chat, a Viber group, where people could exchange information on legal issues".*

The idea of introducing legal advice in the app or in an integrated tool is promising. It can be provided through both an automated chatbot, and comprehensively: with the involvement of an expert, if communication with the bot did not help.

*F2: "I also see it as a website with a section, where one would have an opportunity to clarify information. For example, there is information on the issue, but it is not exhaustive. And I would like to communicate not with a robot, but with a live person. Communication is above all".*

*F1: "It is expedient to use a chatbot. There is good experience of the Lviv City Council, it can be studied. One could enter a place of residence and find out about electricity or water outages and so on. The chatbot could provide a list of regulations, links. If the chatbot couldn't answer the question, one could contact an operator. If the technical solution is good, then it works".*

In the future, the integration of functionality allowing the blind and visually impaired to use the app may be considered.

*F5: "Voice dialing for the blind. Voiceover".*

### ***Dissemination of information about the app***

During the focus groups, it was suggested to pay attention to the dissemination of the app among social workers.

*F1: "I liked the fact that the information is very structured. The interface is very user-friendly. I'd like to say that this will be very useful for social workers who are not lawyers and work directly with beneficiaries. They are the first to receive requests for certain information, but cannot always respond. Why this is not a good situation, because when one says, "I'll look it up and get back to you", our beneficiaries very often see it as a refusal. That is, no one will deal with it, these are my problems and no one will respond. ...There is contact information, there are phone numbers, and when one can't help — at least a person can be referred to a service for submission of inquiry and getting some professional advice".*

*F5: "To put boxes with this app at social services".*

The information about the app can be disseminated through the management vertical.

*F4: "I learned about "Your Rights" app from you. And I'm not the only one. Those who live in remote villages won't know either. First of all, it is necessary to ensure that the Oblast State Administrations', the Ministry of Social Policy's and social services' websites contain the information about this app. And that it is published on stands at facilities and institutions. So that people could see it, know and use it".*

## **PERSONS AFFECTED BY THE ARMED CONFLICT**

Respondents were mostly positive about "Your Rights" app, which they familiarized with during preparation for the focus group. However, prior to the discussion, they didn't know or hear about this app. During the discussion, participants suggested a list of possible improvements for the app.

*M7: "Why do I like the app you showed? It contains concentrated information. We, veterans, as well as IDPs, lack one resource which we could use and receive full information".*

### **Technical aspect**

Most respondents did not face any particular technical difficulties during app installation. At the same time, there were situations when the app worked incorrectly and froze. Additional complaints were about the long synchronization of the app. Ex-combatants also criticized the term "synchronization": some respondents warned that the app might collect some personal data of users without their consent.

*I4\_F: "Yes, yes, it's great. There are no questions at all. And it's good that the hotline is highlighted in yellow. This is what I see now. There are four screenshots in total. Or five? Five. This is what was downloaded. Well, I don't know, it's still loading. This, by the way, is a very big drawback when the app takes a long time to load. It is then rejected".*

Some FGD participants were alarmed by the app's request for access to the file system. The app needs such access when sending files or documents from the user's device, but it is not appropriate to request such access immediately after installation. It is best to request it when the access to files is needed.

*Moderator: "By the way, did everyone install the app correctly?"*

*M1: "Yes, there are no questions. Yet, it asks for permission to access my files, and I don't understand why it is necessary if I just opened in to look through..."*

*M2: "And the military are even more paranoid. Well, maybe not veterans, but those in service, who may be right with regard to following cyber hygiene".*

Despite the fact that the app provides for creation of personal user accounts, this feature is unnoticeable. Respondents recommended highlighting it and including additional functionality. Some respondents didn't notice the possibility to create a personal account during the first familiarization with the app.

When integrating the FLA services into the app, it is important for respondents to have specific assigned territorial offices of the FLA system at the place of residence of end users.

*F: "As already mentioned, Zaporizhzhia should not consult Zakarpattia, for example, and vice versa. That is, one would automatically choose the issue and the region in which it was encountered, and then a list of options should be available. One would have to decide whether to discuss it specifically, send a message, or have an expert to call back, respond in writing, or just make an appointment for a live or online consultation. That is, well, one needs to have a choice. And having monitored the system performance, to determine what is most effective and most often selected by users".*

## **Content-related aspect**

Currently, there is no information in the app for ATO/JFO veterans, but only for active-duty military personnel. It is also necessary to distinguish between different ex-combatant statuses.

*M2: "Everything that is available. The app that you sent us, for example, contains information for the active-duty military personnel, but there is nothing for veterans. And all categories should be taken into account: IDPs, ex-combatants".*

*M3: "A war participant. There are many different statuses... One should first define oneself or be able to add certain information for the system to automatically determine whether it is an IDP, ex-combatant, ....Or war participant, the wounded. Or... There are participants of the war in Afghanistan. There are more than 39 social categories in general, I guess".*

It is desirable to provide information to ATO/JFO veterans on adaptation and socialization after the war. These can be guidelines for starting own business, contact details of mentors – veterans and contact information of organizations that hire ex-combatants. Also, this section may contain information about grants for small businesses for veterans.

*M3: "Do you know what information I'd also like to be added there? For example, veterans are people with experience, the military, and they returned home. That is, there should be a good section for those who would like to do business".*

*M4: "Job is the first or second priority".*

*M3: "That would be very important. All these algorithms — what individual entrepreneur, what CEA, what activity. The same applies to information about public associations. What public associations are there; what public associations are effective and assist. Also, it would be good to have information related to theatrical art, for example; public initiatives, social adaptation in the society. To tell about such public initiatives".*

*M4: "And in general — the news. It can be taken from multiple websites".*

*M3: "That would be nice. That is, not to single out just one problem to get information only on certain issues, but to get broader information. The veterans' lives do not finish; they will live for another 10-20, maybe 30 years. And what can they really do? Arts, writing, theater, painting, some of them write books".*

*M5: "And this issue is expanding, covering even patriotic education, because veterans can teach, implement activities and share experiences".*

*M6: "And it would also be good if there were occupation-related alternatives, because nowadays everything is changing. One may have a certain occupation, but it is currently morally outdated. And so that it would be possible to retrain and provide for oneself".*

*M3: "In Ukraine there are roughly 250 businesses of veterans, for example. Why not to tell about them there? That would be some kind of map of veterans' businesses. History and vacancies. For example, we have the Veterano Service to begin with... Veterans could look for a job there. However, it is difficult to recruit veterans. Well, that's another story".*

## **Changes in the concept and structure**

Most FGD participants consider it expedient not so much to convey the information about certain rights and ensure general awareness raising, as to describe the algorithms for the observance and restoration of rights. It may also be useful to provide ready-made

application templates for key cases.

M2: *“That’s my impression. They talk about rights everywhere. You see, having the right in our state doesn’t mean that you will have it observed. I may know these rights. I’m more interested in how to exercise and feel them”.*

M3: *“Specific action algorithms are needed — 10 consecutive steps to get this, 10 steps to do that. Or five steps”.*

F1: *“10 steps are even too much. Maybe 5”.*

M4: *“Or maybe even 3 or 4”.*

I5\_F: *“I teach document science and document management, and business Ukrainian. Verbal is important. Electronic. Must be registered. Written. An electronic application is submitted. Don’t you provide templates? Templates should be provided and a few templates on various major issues”.*

**The blocks “Rights of persons affected by the conflict in Ukraine” and “Rights of ATO/JFO veterans” should be next to one another** (e.g., in paragraphs 1 and 2 or 3 and 4, but not in paragraphs 1 and 4 as they are now)

M5: *“I would say it’s a bit confusing. Because veterans, military personnel, IDPs or ex-combatants belong to one category. And here there are the rights of victims of human trafficking. These are different categories, and they are incompatible. They should not be next to one another. That is, domestic violence is quite different, you know...”.*

M2: *“You see, the rights of persons affected by the conflict in Ukraine should be next to the rights of ATO/JFO veterans. These are two more related categories. The law on social protection and the guarantees for these categories are common. As for the rights of victims of gender-based violence and human trafficking, they are a different story. To attach at the bottom, develop. Main problems may be included. One would, for example, apply to improve housing conditions”.*

According to respondents, the app could be more convenient if it is personalized. At the stage of logging in it could require to enter one’s basic socio-demographic data and status. Based on these data, the content blocks that will be shown to a particular user can be formed.

M1: *“I would add personalization. So that one could log in and see what was viewed during a certain period of time, what was of interest. Well, analytics of some kind. I like analytics and seeing my search history”.*

M2: *“It’s just that if we now tried to put everything in categories, that’s why I say that it is necessary to first determine one’s category, well, at least a couple of steps – male, female, category. I’d say that it is necessary to first determine one’s category, that is, make “Logging in” in the form of a questionnaire with several questions to determine the category at once (i.e., whether one had been wounded, etc.) and show the information accordingly. And provide for the operator to see it”.*

M3: *“To define the term “veteran”.*

For the respondents, the functionality allowing them to communicate with public authorities without attending them is very important. They would like to see **standard templates** that will allow to make routine appeals through the app.

M5: *“So. If you press “1”, for example, “Apply for a voucher” for “health-resort treatment”. Click on the first point. Do you have a form #70? No. Do you need to generate an application to receive it? Or the application is already available, one would just need to fill out contact details and then click “print”, or even immediately send it to the relevant e-mail address – this would take a lot of work”.*

M5: *“It would be convenient if it could generate documents in pdf or immediately send (the documents) to one’s relevant social security department, as the database contains the official e-mail addresses. And then the administrator would see that the mail returned. Well, it would mean that the address is invalid, then the administrator would send an inquiry to social security department asking why the email doesn’t work”.*



M6: *“If there was such a sharing, it would be very interesting”.*

M5: *“And, for example, the Ministry of Digital Transformation would welcome it with enthusiasm, and the Ministry of Social Policy would definitely want them to introduce it, so that they simply have the electronic document turnover”.*

M6: *“And in general, to include a section for submission of complaints”.*

M3: *“Yes, it basically works. Like 1551. Do you have a complaint? Please. And you have already complained, here is a list of your complaints. No, I’d like to file a different complaint. Complain. That is, to make it automatic, like a robot in 1551, which accepts complaints. And if there are three complaints against an official – dismissal, goodbye. Also there should be a feedback on consideration of complaints”.*

The app could also contain **most simplified instructions**, presented not only as **text**, but also as **short videos**.

M6: *“Do you know what else I would add to that? Instructions for all this, perhaps. Or videos similar to those TikTok ones, where people in 60 seconds tell some simple things, and that’s exactly how it could be used. Well, it’s like marketing and promotion, and plus nowadays people better perceive visualized information than written. People become, and they were, lazy. And, in essence, it’s just a law described in the app”.*

It is also desirable for the app to provide for communication with developers. It can serve as an error detection feature.

M4: *“Maybe, certain feedback through personal accounts. That would be awesome”.*

Respondents were positive about the integration in the app of options for applying to the FLA System.

M6: *“And it would be good if there was a call center”.*

M5: *“Yes, the call center is a separate issue”.*

M6: *“For example, they provide the advice, and if one is confused, because there are really many areas, they would refer to the algorithm – go to section 1. And it should probably be numbered and organized alphabetically”.*

Moderator: *“That is some kind of cross-links, tabbing?”.*

M6: *“Yes, yes. And, perhaps, some call center service would be mandatory, it could help. Because people are inexperienced, lack knowledge. There are many inexperienced veterans and young military personnel”.*

## **Dissemination of information about the app**

Respondents have a fairly clear idea of how the information about such app should be disseminated among ex-combatants. Since nowadays respondents receive the information about legal services mainly through communication with sworn brothers and sisters, the app may be promoted in the same way. According to respondents, if the quality of the app is high, it will quickly become popular and discussed in the social communities of veterans.

M3: *“All potential opportunities – social media, websites, official sources, the Ministry of Veterans Affairs, the Ministry of Defense, Facebook, groups, social categories, all of them – could be used. Go to TikTok, Viber. Those who need it will promote it naturally. And ideally, there should be visual perception, when there are short messages”.*

F1: "Word of mouth".

M3: "Facebook. There are a lot of groups, unions".

At the same time, FGD participants acknowledged the existence of a significant problem with the dissemination of information among veterans living in more remote areas. Accordingly, such ex-combatants can be considered as promising for future involvement.

F2: "The fact is that in Kyiv there is at least something, but when I communicated with colleagues regarding the Luhansk Oblast – there was nothing at all".

M3: "I called the guys living in villages and spoke to them – benefits, health centers were irrelevant, the cows were mooing... And it's a long distance to get there. Here we have at least some information, and there is void of information there".

## RESIDENTS OF REMOTE RURAL AREAS

### *Technical aspect*

During preparation for the focus group, several problems in the use of the app by residents of remote rural areas were identified.

1) In general, the low level of use of smartphone features

Despite the fact that the vast majority of respondents contacted by the Ilko Kucheriv Democratic Initiatives Foundation used smartphones, there were significant difficulties in explaining how to install and use the app.

2) Lack of app installation support in older Android OS versions

A significant number of respondents use old smartphones and tablets with outdated Android OS versions. Thus, they were unable to install the app on those devices.

Same as ex-combatants, respondents noted the need to **expand the functionality of personal accounts**. For example, one may be asked to answer a few questions about the place of residence, status, and other aspects when logging in to the app, and then submit more personalized information.

F1: "...it is necessary to try. And indeed, a chatbot would be useful. To include some minor general questions where one would just click on "yes", "no", ...moreover, any software is linked to the location through geolocation. It's not difficult to link the chatbot, and it would be the simplest solution".

### *Content-related aspect*

Some respondents that analyzed the app in more detail emphasized the importance of keeping the information up-to-date.

F3: "...Yet, website administrators and moderators should ensure that the information provided is consistent with legislation".

Some respondents believe that the content provided in the app should be further simplified.

M1: "Just a few words. It crossed my mind, we have already discussed it. It is very difficult sometimes for those lacking education to understand the wording even in this app. And the information will be further supplemented. The more one delves into a topic, the more and more difficult it seems. Perhaps it would be better if such app was simpler, presented in the format of instructions. Like the ones for a bread making machine, I'm joking. To address this issue – apply there or follow the link.

*To address that issue – apply there. And then a dedicated expert would provide assistance in order to avoid more complicated legal wording as it is sometimes confusing”.*

*M4: “It is unnecessary to delve too deep, because the average person wouldn’t understand it. Without training, one would just get confused. To expand the list of issues and develop a brief instruction: to address this issue – apply there. Because when people without training, without the appropriate qualification and understanding of what they are doing, follow such detailed instructions, then officials have such big problems. Because one is demanding and strongly believes that he/she demands the truth, but the official cannot do it. There is no need to complicate life. The list of issues should be expanded. There are really plenty of them. Well, I understand that this app is unfinished, but the number of options should be reduced.*

*And again, it has been aptly said that any such app should not provide a lot of information of legislative nature, it should provide a clear algorithm of actions. That is step-by-step instructions on what to do and how to do it. For example, I personally really like the step-by-step algorithms developed by the ProZorro system. It is very convenient to use them, because there is an online guide stating where one is, where one needs to apply, what to pay attention to and how one should act. But the key should be the need to consult an expert. And there should be specific links to ASCs, to legal aid centers by regions; as such extended links would simply help any user to really find what he/she needs”.*

*F1: “I’d like to see some practical advice rather than legal terms – because really, as already mentioned, the overload of unnecessary legal information just confuses the average users. I’m not a lawyer, I’m just involved in the field, and I looked through a lot of information, sought advice, but again, the information overlaps, and one gets confused about the issue that was to be addressed”.*

## **Changes in the concept and structure**

Some respondents stated that the app itself would not be enough to achieve the goals of the Programme. A significant share of the potential target audience would be unable to use it for objective reasons.

*M2: “The app would cover only a small share of the population, unfortunately, a very small one. I don’t know the situation in the Poltava Oblast, or in other Rayons or Oblasts, central Oblasts, but, for example, the Luhansk Oblast, and we, the former Stanytsia-Luhanska Rayon, and the villages located along the border with Russia, don’t have even mobile Internet. Very often Kyivstar, Life and MTS don’t work in these settlements. The MTS works, but it is Russian Vodafone or other Russian operators. There is Kamyshny, Krasnotalivka, Bohdanivka... Well, Bohdanivka is not near the border. But it is a settlement where there is no signal. That is, there is a big problem with mobile communication. Somehow the land line works, i.e. Ukrtelecom. That is, people can access the Internet via a laptop, a PC, but there is no access through a mobile app. I’m saying that there should be not only a mobile app. For example, a website”.*

Simplification of the app content can be done through testing among average users without legal education.

*M3: “I also agree with colleagues that... you know, it is necessary to involve not only legal experts in the development... in the further development of this app, because I have now opened the phone – well, really “documents and juristic acts”. What are juristic acts? Well, “private legal relations”, again, the term “legal relations” is also scary. That is, my proposal is to involve an ordinary person that does not know any law at all. That person would not even suspect, so to say, that there are such laws and what they are called. Then it would really be a people’s app, understandable to grandfathers, grandmothers, and young people that have not yet encountered such terms. Well, that’s my opinion”.*

*F1: “Indeed, it would be very useful to involve a completely unbiased copywriter that is not a lawyer, who would put the information simply – in good Ukrainian, Russian or some other language. This is a very good practice and it has proven very well in other apps”.*

For some respondents, the features of **search for specific information**, as well as voice search and reproduction are also important.

F1: *“May I add? Because I forgot to mention. You have an information search feature here. It is very difficult for people with vision impairment to click. So, the voice reproduction, which is very popular now, would be great. One says it and all the information is provided”.*

F2: *“Well, for example, I go to Google... I say... whether I need a recipe, or something else. The same is with this. I'd like to say it in my own words, and it will appear. Maybe it's the same? One would simply describe a problem and it will appear. Is it possible?”*

### **Dissemination of information about the app**

Respondents suggested several relatively clear ways to disseminate the information about “Your Rights” app. First, the information stands could be placed at Village Councils and ASCs. Second, there could be an arrangement with the Office of the President, the Ministry of Justice or another CEB on the issuance of a relevant order to be directed to the local level.

M1: *“The first thing is where to look for this information. Village heads, ATCs should have it; it should be even printed on paper, maybe on business cards. It should be distributed among all households. Also, Facebook, for example. I have many subscribers and I could promote this app free of charge”.*

M2: *“Many international organizations and Ukrainian NGOs have understood and effectively used this system for a long time. That is, it is necessary to apply to the Cabinet of Ministers or the Office of the President stating who you are and what you want, and ask for help with dissemination. The Cabinet of Ministers will assign the implementers... The Secretariat of the Cabinet of Ministers will assign the ministries. The ministries will assign their bodies, Oblast State Administrations. The latter will assign Rayon State Administrations, which will assign Village, Settlement and City Councils. And thus, in about a week, the whole of Ukraine, without exception, will receive this information”.*

## IV. GENDER DIFFERENCES OBSERVED DURING THE SURVEY

There were generally no significant gender differences in the needs of surveyed populations observed during the focus groups and interviews. The vast majority of cases related to impeded access to legal and social services are determined by the status of the population group, not by gender. At the same time, there are some differences in the issues facing surveyed men and women. They are based on opinions about the distribution of gender roles in the society.

During the study of the needs of persons with disabilities, the **issue of early intervention** was articulated by women. The issue of **care for children with disabilities** is also more relevant for women. Other issues related to raising children were also voiced by women, namely combating violence against children and bullying. The responses of female survey participants indicated the biased attitude of individual health workers and MSEC members towards women with disabilities, especially in the context of sexual health. As such issues are sensitive for the respondents, it would be appropriate to consider the possibility of covering the necessary information in the app in order to combat such bias.

Some differences arise from the **specific gender structure** of the surveyed populations. Thus, men predominate significantly among ex-combatants. Accordingly, we can confirm the findings of the previous phase of the study, which stated that there were issues related to **biased attitude** in the provision of medical care, as well as in the registration of legal status of ex-combatant or a disability status of female veterans. The **participation of women in the Armed Forces and volunteer battalions is often not tolerated**, which results in discriminatory practices in the context of rehabilitation and return to peaceful life.

Therefore, the “Your Rights” app might contain information on the protection of female military personnel from discrimination and harassment, as well as on peculiarities of return of female ex-combatants to peaceful life. It is expedient to consider the possibility of gender-sensitive presentation of content in the section for “Family members of the deceased”, because it will be largely focused on women.

The new phase of the study confirmed the presence of a gender perspective in social and legal issues, the information on the addressing of which is needed by residents of remote rural areas. These **issues are related to childbirth and upbringing of children**. In order to receive maternal allowances or treatment during pregnancy, women need to overcome significant transportation difficulties and spend time in waiting rooms that are not equipped for pregnant women. Thus, there is a strong demand for receiving such services online. In addition, women are much more involved in raising children, which is why they more often need information on the payment of alimony and the possibility of recovery of alimony by enforcement.

## CONCLUSIONS AND RECOMMENDATIONS

According to the results of analysis of respondents' opinions, in order to improve the "Your Rights" app it is expedient to introduce the following changes:

### *In the technical aspect of the app:*

- 1) To place in the main menu a link to the personal account with the possibility of authorization.
- 2) Where possible, to personalize the content that is offered to users. This can be done through selecting the categories that are of interest to users, or through the Q&A format to determine the social status of users and their needs.
- 3) In general, to check the stability and predictability of the app in order to avoid freezing and malfunction.
- 4) Despite the fact that app developers declared its compatibility with the Android 5.0 and later versions, some respondents were unable to download the app. Therefore, it is necessary to check the compatibility, and in case of non-compliance, to consider ensuring compatibility with older versions of Android OS.
- 5) To put app synchronization in the background mode: the menu should open first and synchronization should be in the background. If this is not possible, to rename the content download and synchronization process – "downloading" or "updating" instead of "synchronization".
- 6) To supplement the main menu with more detailed information about the app, its initiators, developers and funding, as well as with the instructions for use. To expand the UNDP logo to a readable size. It can also be made active and linked to the specified information.
- 7) In the additional sub-items of the menu, to expand the logos of organizations (UNDP, Donbas SOS, the Kingdom of the Netherlands, the EU), to make them active. The links can be used to post information about the app and also about the organizations.
- 8) If the current structure of the app is preserved, to place menu items that are related in terms of content next to one another. To place Item 1. "Rights of persons affected by the conflict in Ukraine" next to Item 4. "Rights of ATO/JFO veterans and family members of the deceased".
- 9) To change the settings for requests for access to user information in the app. The access to the file system should only be requested at the time when users attach the files, not at the beginning of using the app.
- 10) In case of integration into the app of the feature allowing to access the FLA System based on geolocation of the device, to link the end users with local FLA centers.
- 11) To add the feature allowing to contact app administrators in order to report an error, point out outdated information, etc.
- 12) The implementation of the legal advice functionality in the app can be done by combining a chatbot and the possibility to contact live experts. At the first stage, typical issues can be addressed through a chatbot, and in case of difficulties, experts can be involved. Communication with experts should envisage the possibility of written (with attachment of documents) and voice communication. Such functionality can be added not directly in the app, but in any popular messenger, to the chatbots which will be linked from the app.

## ***In the Section “Rights of persons with disabilities”***

*(more information on p. 18-21)*

**Subsection 1.** To supplement with information about the individual rehabilitation program.

To supplement the information on disability subgroups (1A, 1B), the difference between them, ways to change them.

**Subsection 2.** To consider the possibility to include analytical information on the procedure to be followed regarding persons with disabilities in need of assistance in their daily activities and left without care.

**Subsection 3.** To supplement the information on provision of cars (*Note. There is such information in the full version of the proposal, but it is not reflected in the subparagraph and in the handouts*).

To draw the attention of end users to the compatibility table (Decree of the Ministry of Social Policy No. 602) in order to avoid problems in obtaining appropriate TAR (technical and other aids for rehabilitation).

Paragraph 3.5. To supplement the information on health-resort treatment with the indication of facilities that can provide services to persons using wheelchairs.

**Subsection 4.** The information about benefits for employers for hiring persons with disabilities may be added.

**Subsection 5.** To supplement the subsection with information on provision of assistance to children with disabilities – victims of violence and bullying.

**Subsection 6.** It is desirable to add information on state construction norms with specific calculations and requirements.

There is a proposal to use the alternative title for Subsection 6 – “Universal design and accessibility”.

**Subsection 7.** To supplement the information in the subsection with practical items: 1) translators; 2) translation services; 3) translation courses.

**Subsection 8.** To add information about the State Commissioner for Persons with Disabilities.

*Additionally:*

- 1) To add information on the registration of capacity/incapacitation status, as well as on what it envisages.
- 2) To supplement the content with templates of standard applications and documents. To ensure that they can be downloaded to a local device or sent to e-mail address/messenger.
- 3) To supplement the information with algorithms for typical cases (such as registration of disability status) with a list of required documents and a clear sequence of actions. Such lists and algorithms should be endorsed by a responsible official representing the executive bodies. This will be useful to end users in the event of disputes and covert or overt sabotage on the part of social services.

- 4) The app can be supplemented with the most simplified instructions not only in text format, but also in the format of short videos.

### ***For Section “Rights of persons affected by the conflict”***

- 1) Currently, there is no information in the app for ATO/JFO veterans, but only for active-duty military personnel. It is also necessary to distinguish between different ex-combatant statuses.
- 2) It is desirable to supplement the content for ATO/JFO veterans with information on adaptation and socialization after the war. These can be guidelines for starting own business, contact details of mentors – veterans and contact information of organizations that hire ex-combatants. Also, this section may contain information about grants for small businesses for veterans.
- 3) The content should be supplemented with the feature allowing to download and/or send templates of standard applications and documents.
- 4) The app can be supplemented with the most simplified instructions not only in text format, but also in the format of short videos.
- 5) It is better to remove from the app the items that currently contain no information, and to have only those that are filled with content. Otherwise, it creates an impression of “unfinished” product.

### ***Recommendations on dissemination of the app***

Among persons with disabilities there is an extremely high demand for such services. The information about the app can be disseminated through arrangements with CEBs and posting on their websites. Also, in case of reaching agreement with the Ministry of Social Policy or the Ministry of Justice, it may be expected that there will be an instruction to disseminate the information through executive vertical.

It is also promising to place the information about the app at the premises of social services using posters with a link to the installation, or e-boxes.

The placement of information about the app at social security bodies (executive bodies or local governments) will also allow to reach more users – residents of remote rural areas.

Social workers can be a promising category of users of the app. It can be particularly useful for them, as it will provide basic information that they could communicate and explain to the vulnerable populations that need it the most.

It is most expedient to disseminate the information about the app among ex-combatants through the promotion of ex-combatant activists. Given the active communication in the informal veteran communities on Facebook, Viber or Telegram, this method will be the most appropriate.





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**GUIDELINES FOR FOCUS-GROUP INTERVIEWS**  
**“Legal services for socially vulnerable populations”**  
**REPRESENTATIVES OF ORGANIZATIONS THAT DEFEND THE RIGHTS OF**  
**PERSONS WITH DISABILITIES**  
**(2 hours)**

**TOPIC OF THE SURVEY:**

**Prospects for improving the provision of legal services to socially vulnerable populations and “Your Rights” app**

*Reference information. Prior to the discussion, respondents involved in the FGD will receive a file with proposals related to the content developed for “Your Rights” mobile app. FGD participants will familiarize with materials and analyze the quality of the potential structure of placement, gaps and arrangement of information.*

**BLOCK #0: INTRODUCTION OF THE TOPIC, GETTING ACQUAINTED, EXPLANATION OF WORKING PRINCIPLES (15 min)**

- **Introduction of moderator.**
- Clarification of the topic of discussion (improvement of the provision of legal services to vulnerable populations; improvement of “Your Rights” app).
- Explanation of reasons for audio recording (in case of online focus groups – video recording), guaranteeing confidentiality.
- Announcement of general rules: sincerity, openness, expression of own opinion, no right or wrong answers. Unacceptability of “capturing” discussion space, tolerance towards the views of other participants in the discussion.
- **Introduction of participants: age, job, interests and hobbies.**
- **Topic and three parts of the discussion:** 1) search for information on the protection of rights of persons with disabilities; 2) obtaining information through mobile apps and web services; 3) proposals for the

inclusion of new content in “Your Rights” mobile app and prospects for its improvement.

## BLOCK #1: GENERAL DISCUSSION OF ISSUES RELATED TO THE SEARCH FOR INFORMATION (30 min)

- 1) What challenges do you, or the people you work with, most often encounter in the course of searching for information required to protect your rights? (insufficient information, incomprehensible legal wording, inconveniently arranged information)?

*(IMPORTANT: to hear the opinions and statements of non-lawyers)*

- 2) What information do the people you work with lack the most? What rights/types of assistance/benefits would you or your beneficiaries like to know about?

*(IMPORTANT: Respondents may not refer to the mentioned types of services/assistance not because they don't need information about them, but because they are unaware of their existence and their entitlement to them)*

### *Points to clarify:*

- right to education (inclusive education, special conditions of enrollment, preferential conditions of enrollment in higher education institutions);
- social services (social rehabilitation, social support, home care, support during inclusive education, recreation for family members caring for persons with disabilities, etc.);
- provision of medical products (colostomy/urine bags, glucometers, diapers, hearing aids, etc.);
- rehabilitation – types of rehabilitation and the possibility to apply for it;
- early intervention for children with developmental disorders;
- social taxi;
- provision of technical aids for rehabilitation (wheelchairs, walkers, etc.);
- ensuring the right to political participation (creating conditions for voting);
- physical access to social infrastructure facilities;
- travel by public and intercity transport;
- organization of employment, including the arrangement of the workplace;
- pensions;
- social financial assistance;
- right to obtaining information in a convenient format (sign language translation, etc.).

**CONCLUSIONS, TO UNDERSTAND: MAIN DIFFICULTIES IN SEARCHING FOR INFORMATION ABOUT RESTORATION OR OBSERVANCE OF**

RIGHTS; MAIN TYPES OF SERVICES AND RIGHTS THE RESPONDENTS WOULD LIKE TO KNOW MORE ABOUT.

**BLOCK #2: OBTAINING INFORMATION VIA THE INTERNET, MOBILE APPS AND WEB SERVICES (25 min)**

- 3) What mobile apps or web services (or websites) for provision of legal information (or related to it) do you know? What are their advantages and disadvantages? Who are they for? How widely are they used? **(to hear the names of initiatives, websites, apps, services)**
- 4) How would it be more convenient for information about rights to be arranged in the app? How would it be more convenient to search for information – by which keywords, sections? What should be the visual design?  
*(to develop proposals regarding the technical design of the app; whether it is expedient to use cross-references, tagging, etc.)*
- 5) Do you, as well as the people you work with, know which institutions and agencies to apply for social assistance, medical care, social services? Where do you usually apply? What organizations do you know? *(Note: the answers may inform on what organizations they are aware or unaware of)*  
*Additionally: to find out which of these agencies or institutions can be contacted remotely via the Internet.*

**BLOCK #3: ASSESSMENT OF NEW CONTENT FOR THE APP (40 min)**

- 6) General impression of the “Your Rights” mobile app.  
Is such format of presentation appropriate? The complexity of information. Structure. Quality of information. Visual design.
- 7) Content for the section “Rights of persons with disabilities”.  
Text format, presentation style, information arrangement, etc. What criteria should it meet? What can be changed in the structure? How to simplify the presentation of information?  
What can be adjusted/added? What information is most needed?
- 8) The section will also include hotline numbers (FLA, hotline at the Ministry of Social Policy for persons with disabilities), and it will be possible to send an online request for advice to FLA experts via the app. How to make it more convenient?

***Additional content that can be included in the category.***

*Note: If asked about the functionality – since the app has been operational since 2019, we will only slightly change its overall architecture, and there are no additional settings for persons with disabilities (color contrast, font size customization, etc.). Besides, such settings are available in smartphones. The section will also include hotline numbers (FLA, hotline at the Ministry of Social Policy for persons with disabilities), and it will be possible to send an online request for advice to FLA experts via the app.*

**CONCLUSIONS, TO UNDERSTAND: WHAT IS RESPONDENTS' GENERAL EVALUATION OF "YOUR RIGHTS" APP. WHAT CAN BE IMPROVED DIRECTLY IN THE APP. ASSESSMENT OF THE STRUCTURE OF CONTENT TO BE ADDED AND WHAT CRITERIA IT SHOULD MEET.**

**TO THANK THE PARTICIPANTS AND PROVIDE REMUNERATION**



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## GUIDELINES FOR FOCUS-GROUP INTERVIEWS

### “Legal services for socially vulnerable populations” (RESIDENTS OF REMOTE RURAL AREAS)

(2 hours)

#### TOPIC OF THE SURVEY:

Prospects for improving the provision of legal services to socially vulnerable populations and “Your Rights” app

*Reference information. Respondents involved in the FGD will be asked to install “Your Rights” app from Google Play or AppStore. FGD participants will familiarize with the app and try to analyze the typical legal situations that they came across. Participants will search for information in the category “Rights of persons affected by the conflict in Ukraine”, as it is multiple-aspect.*

#### BLOCK #0: INTRODUCTION OF THE TOPIC, GETTING ACQUAINTED, EXPLANATION OF WORKING PRINCIPLES (15 min)

- **Introduction of moderator.**
- Clarification of the topic of discussion (improvement of the provision of legal services to vulnerable populations; improvement of “Your Rights” app).
- Explanation of reasons for audio recording (in case of online focus groups – video recording), guaranteeing confidentiality.
- Announcement of general rules: sincerity, openness, expression of own opinion, no right or wrong answers. Unacceptability of “capturing” discussion space, tolerance towards the views of other participants in the discussion.
- **Introduction of participants: age, job, interests and hobbies.**
- **Topic and three** parts of the discussion: 1) search for information on the protection of own rights; 2) obtaining information through mobile

apps and web services; 3) prospects for using “Your Rights” mobile app to address the current legal issues.

### BLOCK #1: GENERAL DISCUSSION OF ISSUES RELATED TO THE SEARCH FOR INFORMATION (35 min)

1) 1) What challenges do you most often encounter in the course of searching for information on the protection or restoration of your rights? (insufficient information, incomprehensible legal wording, inconveniently arranged information)?

*(IMPORTANT: to hear the opinions and statements of non-lawyers)*

2) 2) What information do you and your relatives lack the most? What rights/types of assistance/benefits would you and people you work/live with like to know about?

*(IMPORTANT: Respondents may not refer to the mentioned types of services/assistance not because they don't need information about them, but because they are unaware of their existence and their entitlement to them)*

*Points to clarify:*

- right to education;
- social services;
- pensions;
- social financial assistance;
- good neighborly relations;
- privatization and registration of land plots;
- legal aspects of utility service provision;
- registration of inheritance;
- receiving social assistance;
- payment of alimony.

**CONCLUSIONS, TO UNDERSTAND:** MAIN DIFFICULTIES IN SEARCHING FOR INFORMATION ABOUT RESTORATION OR OBSERVANCE OF RIGHTS; MAIN TYPES OF SERVICES AND RIGHTS THE RESPONDENTS WOULD LIKE TO KNOW MORE ABOUT.

### BLOCK #2: OBTAINING INFORMATION VIA THE INTERNET, MOBILE APPS AND WEB SERVICES (20 min)

3) What mobile apps or web services (or websites) for provision of legal information (or related to it) do you know? What are their advantages

and disadvantages? Who are they for? How widely are they used? Have you ever used such forms?

- 4) If we talk about a potential mobile app, how would it be more convenient to arrange the information in it? How would it be more convenient to search for information – by which keywords, sections? What should be the visual design? Should the information be extensive or concise?

*(to develop proposals regarding the technical design of the app; whether it is expedient to use cross-references, tagging, etc.)*

- 5) Do you, as well as the people you work with, know which institutions and agencies to apply for social assistance, medical care, social services? Where do you usually apply? What organizations do you know? Which institutions you need to be able to apply without a personal presence, online?

*(Note: the answers may inform on what institutions they are aware or unaware of)*

*Additionally: to find out which of these agencies or institutions can be contacted remotely via the Internet.*

### **BLOCK #3: ASSESSMENT OF PROSPECTS FOR IMPROVING “YOUR RIGHTS” APP AND EXPANDING ITS USE (40 min)**

- 6) General impression of the “Your Rights” mobile app.  
Is such format of presentation appropriate? The complexity of information. Structure. Quality of information. Visual design. Do you have any comments?
- 7) Was the information you found in other sections useful to you? Was it true? Was it clear?
- 8) What other categories should be added to the app? Populations?  
Should this be a general legal guidebook, or it should be divided by categories?  
What should be the text format, presentation style, information arrangement, etc.? What criteria should it meet? What can be changed in the structure? How to simplify the presentation of information?  
Additional content that can be included in the category.
- 9) Dissemination of the app. How to inform the people about this opportunity? Where could they learn about such an app? What are the obstacles impeding the use of such apps?

**CONCLUSIONS, TO UNDERSTAND:** WHAT IS RESPONDENTS' GENERAL EVALUATION OF "YOUR RIGHTS" APP. WHAT CAN BE IMPROVED DIRECTLY IN THE APP. ASSESSMENT OF THE STRUCTURE OF CONTENT TO BE ADDED AND WHAT CRITERIA IT SHOULD MEET. IS IT EXPEDIENT TO ESTABLISH NEW CATEGORIES AND WHAT ARE THE PROSPECTS FOR EXPANDING THE TARGET AUDIENCE OF THE APP.

**TO THANK THE PARTICIPANTS AND PROVIDE REMUNERATION**





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## GUIDELINES FOR FOCUS-GROUP INTERVIEWS

### “Legal services for socially vulnerable populations” (PERSONS AFFECTED BY THE ARMED CONFLICT)

(2 hours)

#### TOPIC OF THE SURVEY:

Prospects for improving the provision of legal services to socially vulnerable populations and “Your Rights” app

*Reference information. Respondents involved in the FGD will be asked to install “Your Rights” app from Google Play or AppStore. FGD participants will familiarize with the app and try to analyze the typical legal situations that they came across. Participants will search for information in the categories “Rights of persons affected by the conflict in Ukraine” and “Rights of ATO/JFO veterans and family members of the deceased”. The objective is to compare personal experiences of restoration and protection of rights with information in the app.*

#### BLOCK #0: INTRODUCTION OF THE TOPIC, GETTING ACQUAINTED, EXPLANATION OF WORKING PRINCIPLES (15 min)

- **Introduction of moderator.**
- Clarification of the topic of discussion (improvement of the provision of legal services to vulnerable populations; improvement of “Your Rights” app).
- Explanation of reasons for audio recording (in case of online focus groups – video recording), guaranteeing confidentiality.
- Announcement of general rules: sincerity, openness, expression of own opinion, no right or wrong answers. Unacceptability of “capturing” discussion space, tolerance towards the views of other participants in the discussion.
- **Introduction of participants: age, job, interests and hobbies.**

- **Topic and three** parts of the discussion: 1) search for information on the protection of rights of IDPs and veterans; 2) obtaining information on the protection of own rights through mobile apps and web services; 3) evaluation of “Your Rights” mobile app and prospects for its improvement.

### BLOCK #1: GENERAL DISCUSSION OF ISSUES RELATED TO THE SEARCH FOR INFORMATION (25 min)

- 1) What challenges do you most often encounter in the course of searching for information on the protection or restoration of your rights? (insufficient information, incomprehensible legal wording, inconveniently arranged information)?

*(IMPORTANT: to hear the opinions and statements of non-lawyers)*

- 2) What information do you and your relatives lack the most? What rights/ types of assistance/benefits would you and people close to you like to know about?

*(IMPORTANT: Respondents may not refer to the mentioned types of services/assistance not because they don't need information about them, but because they are unaware of their existence and their entitlement to them)*

#### *Points to clarify:*

- right to education;
- social financial assistance;
- land;
- issuance of documents and loss of data from registers and databases;
- issuance of IDP and ATO participant certificates, applying for the relevant benefits;
- registration of the place of residence and general housing issues.

**CONCLUSIONS, TO UNDERSTAND:** MAIN DIFFICULTIES IN SEARCHING FOR INFORMATION ABOUT RESTORATION OR OBSERVANCE OF RIGHTS; MAIN TYPES OF SERVICES AND RIGHTS THE RESPONDENTS WOULD LIKE TO KNOW MORE ABOUT.

### BLOCK #2: OBTAINING INFORMATION VIA THE INTERNET, MOBILE APPS AND WEB SERVICES (25 min)

- 3) What mobile apps or web services (or websites) for provision of legal information (or related to it) do you know? What are their advantages and disadvantages? Who are they for? How widely are they used? Did you use any of such resources?

4) How would it be more convenient to arrange the information on the rights in the app?

How would it be more convenient to search for information – by which keywords, sections? Cross-references?

What should be the visual design?

*(To develop proposals regarding the technical design of the app; whether it is expedient to use cross-references, tagging, etc.)*

5) Do you, as well as the people you work with, know which institutions and agencies to apply for social assistance, medical care, social services? Where do you usually apply? What organizations do you know?

*(Note: the answers may inform on what institutions they are aware or unaware of)*

*Additionally: to find out which of these agencies or institutions can be contacted remotely via the Internet.*

### BLOCK #3: PROSPECTS FOR IMPROVING “YOUR RIGHTS” APP (45 min)

6) If you used the app before, how did you do it? What exactly did you search for, for what purpose? How successful was that experience? What are the pros and cons of use *(before the information was provided for participation in the focus group)*. Did you uninstall the app afterwards, or do you still use it?

7) If you haven't heard of the app before: which of the legal issues described in the app did you encounter? How did you address them? Would the app be useful to you then? Are you ready to install it now? What would you add to the issues in the section?

8) General impression of the “Your Rights” mobile app.  
Is such format of presentation appropriate? The complexity of information. Structure. Quality of information. Visual design.

9) After you downloaded the app, what features did you use? *“Favorites”, “Share”, read the news, used the hotline?*

10) Information available in “Your Rights” app.  
Text format, presentation style, information arrangement, etc. What criteria should it meet? What can be changed in the structure? How to simplify the presentation of information?

11) Speaking of real experiences of protecting your rights, which of the legal issues described in the app did you encounter?

*How did you address them?*

*Did you use electronic resources?*

*If you then had the opportunity to use “Your Rights” app, would this make it easier to address your issue? (did you find the right answers in it, would you use the hotline, online consultation?)*

*What additional difficulties did you face in defending your rights?*

- 12) New features will soon appear in the app – “Online Help” – electronic consultation with the FLA System experts, as well as a separate section in all categories – “Frequently Asked Questions from WikiLegalAid” (related legal advice on each topic). How should they be designed?
- 13) Additional content that can be added to the category. What should it relate to? How should it be designed?

**CONCLUSIONS, TO UNDERSTAND: WHAT IS RESPONDENTS’ GENERAL EVALUATION OF “YOUR RIGHTS” APP. WHAT CAN BE IMPROVED DIRECTLY IN THE APP. HOW DIFFERENT IS THE ACTUAL PROTECTION OF RIGHTS FROM THE ONE DESCRIBED IN THE APP.**

**TO THANK THE PARTICIPANTS AND PROVIDE REMUNERATION**